

1901/203
COMMUNICATION SKILLS II
July 2023
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL
CRAFT CERTIFICATE IN SECRETARIAL STUDIES
MODULE II

COMMUNICATION SKILLS II

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of 14 (FOURTEEN) questions in TWO sections; A and B.
Answer ALL the questions in both sections in the answer booklet provided.
Candidates should answer the questions in English.*

This paper consists of 4 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A (32 marks)

Answer ALL the questions in this section.

1. List **four** types of letters that may be used by a business when communicating with its employees. (4 marks)
2. Give a synonym for each of the words below:
 - (i) tough;
 - (ii) small;
 - (iii) clever. (3 marks)
3. Name **three** routine reports that may be prepared in an organization. (3 marks)
4. Give **three** challenges of using emails. (3 marks)
5. Rewrite the sentences below in direct speech.
 - (i) Amina said that she was tired of eating rice.
 - (ii) Lindi said that she was looking for the guests.
 - (iii) Lawi said that he had broken the pot. (3 marks)
6. Rewrite the sentences below using the correct word in brackets.
 - (i) My mother has many (dependents, dependants).
 - (ii) Please (insure, ensure) this letter reaches my uncle.
 - (iii) The (whether, weather) today is unpredictable. (3 marks)
7. State **three** uses of paragraphs in an essay. (3 marks)
8. Outline **four** ways in which a person can make a speech interesting. (4 marks)
9. State **two** uses of the apostrophe. (2 marks)
10. Identify and correct the misspelt word in each of the following sentences.
 - (i) There were no rooms left for accomodation at the hotel.
 - (ii) Did you recieve the memo?
 - (iii) Modi's grammer needs a lot of corrections.
 - (iv) My sister is coming from Rwanda tommorrow. (4 marks)

SECTION B (68 marks)

Answer ALL the questions in this section.

11. (a) Outline **four** characteristics of a good speech. (8 marks)
- (b) Explain **five** benefits of video conferencing to an organization. (10 marks)
12. Jane Opit attended an interview for the position of Secretary at Umoja Co-operative Ltd and was successful. As the Human Resource Assistant, write a letter offering Jane the job. (16 marks)
13. You work as a customer relations assistant at Rose Supermarket. There have been customer complaints about the services offered by the supermarket and sales have been declining. You have been tasked by the General Manager to investigate the matter. Assume you have completed the investigations and write the report. (16 marks)
14. *Read the passage below and then answer the questions that follow.*

Being financially responsible is important for one's health and financial life. To live within a person's means is about spending money that is less than or equal to the amount that person earns each month. For many people, this is **easier said than done**. The reasons why people end up living beyond their means are many. The common ones include taking up loans that leave little cash to spend, and irresponsible use of credit cards resulting in accumulation of huge debts and penalties. Competing with others is another reason that might lead to financial ruin. This involves trying to imitate other people's lives even without knowing their sources of funds. Sometimes, the salary is too little to meet basic needs, and this leaves one with no option but to live a life of debt trying to **make ends meet**. Further, responsibilities like taking care of parents and siblings can also stretch the finances.

For an individual to take control of one's financial situation and ensure that one is living within one's means, a good budget is needed. To draw a realistic household budget, one needs to plan around the net income. This translates to planning only for assured cash that is going to be available at the end of the month. It is easier to prepare a budget for a formal employee with a fixed income since the figure at the end of the month is constant. However, if the income **fluctuates** each month, then the annual earnings are divided by 12 to get a monthly estimate with which to budget.

Once the net monthly income has been determined, the next step is to put together a list of monthly expenses. These expenses would include food, loan obligations and household utilities such as electricity, water, gas, and rent. The list should be as comprehensive as possible so as not

to miss any expenses that might upset the budget. The next step is to identify essential and non-essential expenses. Essential expenses are those that one cannot do away with like food, rent, school fees, transport, and electricity. Non-essential expenses are those that one can forego if the going gets tough such as gym membership and entertainment. It is only after settling essential expenses that one can **set aside** some cash for the non-essential ones. Ideally, 50 per cent of the household income should go to essentials and 20 percent towards savings and investments. Non-essential expenses can take up 30 percent as they are important for one's wellbeing.

With prices of commodities fluctuating month after month due to the rising levels of inflation, it is important to track the average cost of each item in the budget for about four consecutive months. If one is **accustomed** to cashless transactions, tracking can be done by accessing bank or M-Pesa statements via mobile phone. If one uses cash often, supermarket receipts can be analysed, or prices of items calculated manually. This will show the average rise in prices for the items and hence provide a more realistic view of the budget. A realistic budget is crucial in avoiding or minimizing debt.

Lastly, it is advisable to **boost** the revenue by generating income from other sources as this will help one to achieve the lifestyle desired or come in handy in case of emergencies. More importantly, if one's income surpasses what is needed to meet expenses, the extra funds could be invested in items of value. These items include property, bonds or shares and any other activity that will generate income in the future.

Adapted from: Business Daily, Tuesday, 3 August 2021

- (a) State the meaning of the following words and phrases as used in the passage:
- (i) easier said than done;
 - (ii) make ends meet
 - (iii) fluctuates;
 - (iv) set aside;
 - (v) accustomed;
 - (vi) boost. + (6 marks)
- (b) In about 130 words and according to the passage, write a summary on the process of creating a realistic household budget. (9 marks)
- (c) Highlight **three** reasons, according to the passage, why many people end up living beyond their means. (3 marks)

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